

## Monthly Ombudsman Data Collection Form

Month \_\_\_\_\_ Year \_\_\_\_\_ Region \_\_\_\_\_

### 1. Training for Ombudsman Staff and Volunteers

# Sessions \_\_\_\_\_ # Hours \_\_\_\_\_ # Trainees \_\_\_\_\_

### 2. Training Sessions for Facility Staff

# Sessions \_\_\_\_\_

Three most frequent training topics:

(a) \_\_\_\_\_ (b) \_\_\_\_\_ (c) \_\_\_\_\_

### 3. Consultation to Facilities

# Consultations \_\_\_\_\_

Three most frequent areas of consultation::

(a) \_\_\_\_\_ (b) \_\_\_\_\_ (c) \_\_\_\_\_

### 4. Information and Consultation to Individuals (usually by telephone)

# of Consultations \_\_\_\_\_

Three most frequent requests/needs:

(a) \_\_\_\_\_ (b) \_\_\_\_\_ (c) \_\_\_\_\_

5. Number of nursing facilities visited: \_\_\_\_\_

6. Number of assisted living facilities visited: \_\_\_\_\_

7. Number of facility surveys participated in: \_\_\_\_\_

8. Number of resident councils attended: \_\_\_\_\_

9. Number of family councils attended: \_\_\_\_\_

10. Number of community education sessions: \_\_\_\_\_

11. Number of media interviews/discussions: \_\_\_\_\_

12. Number of press releases issued: \_\_\_\_\_

13. Number of volunteers: \_\_\_\_\_

14. Number of hours worked by volunteers: \_\_\_\_\_

15. Number of complaints: \_\_\_\_\_

16. Estimated % of total staff time spent on  
Monitoring/working on laws, regulations, policies, actions: \_\_\_\_\_

17. Estimated % of total paid time spent providing technical assistance/support \_\_\_\_\_

18. Three most frequent issues worked on:  
(a) \_\_\_\_\_ (b) \_\_\_\_\_ (c) \_\_\_\_\_

**Ombudsman Data Collection [AAA-1048A (12-03)]**  
**Completion Instructions**

**Purpose**

The purpose of the Ombudsman Data Collection report is to capture the relevant information on services provided by representatives of the Office of the State Long-Term Care Ombudsman.

**First Line of Boxes**

Month - enter the month services were provided.

Year – enter the year services were provided.

Region – enter the region.

**Items 1-18**

1. Training for Ombudsman staff and volunteers: For the month, enter the number of training sessions attended by staff and volunteers, the number of hours of the training sessions, and the number of staff and volunteers that have attended the sessions.
2. Training sessions for facility staff: Enter the number of training sessions provided to Long-Term Care and Assisted Living facility staff and the three most frequent training topics provided to them for the month.
3. Consultation to facilities: Enter the number of consultations provided to Long-Term Care and Assisted Living facilities and the three most frequent areas of consultation for the month.
4. Information and Consultation to individuals (usually by telephone): Enter the number of information and consultation provided to individuals and the three most frequent areas of requests/needs for the month.
5. Number of nursing facilities visited: Enter the number of nursing facilities visited for the month. Attach a list of ALL nursing facilities visited for any reason.
6. Number of assisted living facilities visited: Enter the number of assisted living facilities visited for the month. Attach a list of ALL assisted living facilities visited for any reason.
7. Number of facility surveys participated in: Enter the number of facility surveys participated in by ombudsmen.
8. Number of resident councils attended/Number of attendees: Enter the number of resident councils attended by ombudsmen and the number of attendees at the resident councils.
9. Number of family councils attended/Number of attendees: Enter the number of family councils attended by ombudsmen and the number of attendees at the family councils.
10. Number of community education sessions/Number of attendees: Enter the number of community education sessions presented by ombudsmen and the number of attendees at the community education sessions.
11. Number of media interviews/discussion: Enter the number of media interviews/discussions participated in by ombudsmen.
12. Number of press releases issued: Enter the number of press releases issued by ombudsmen.

13. Number of volunteers: Enter the number of ombudsmen volunteers.
14. Number of hours worked by the volunteers: Enter the number of hours worked by ombudsmen volunteers.
15. Number of complaints: Enter the number of complaints received for the month.
16. Estimated % of total staff time spent on monitoring/working on laws, regulations, policies, actions: self explanatory.
17. Estimated % of total paid time spent on providing technical assistance/support: self explanatory.
18. The most frequent issues worked on: Enter the three most frequent complaint issues worked on for the month by ombudsmen.